

## Client Procedure for obtaining

### Planning section GENERAL and SERVICE AUTHORITY NOC

PCFC- Entity (Business Unit) Name : Trakhees – Ports, Customs & Free Zone Corporation

Department Name : Civil Engineering Department (CED)

Section Name : Planning Section

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## 1. Purpose:

The purpose of this process is to reserve a corridor, review development on reserved corridors on Right-of-Way for Developers or Business Units utilities network in support to their Project development.

The process carries forward the implementation set forth from the Master Plan in support on its goals and policies towards development, in compliance with the minimum requirements as stipulated in Trakhees – Urban Planning & MEP Services Regulations & Technical Guidelines.

Accordingly, TRAKHEES, as Department of Planning and Development of PCFC (hereby referred to as ‘Authority’), takes the role of reviewing and approving Service Authority NOCs within PCFC jurisdiction.

## 2. Scope

The scope of this process is from the receipt of a request from a Developer or Business unit, Consultants/ Contractors and Government Utilities Authorities (i.e. DEWA-E, DEWA-W, Etisalat, DU etc.) for providing or reserving a space corridor, and verifying/approving laying of utilities on reserved corridor, verification of data, update of master drawing, review and approval, up to the issuance completed through Trakhees online system.

The Business Units under this scope are, but not limited to Nakheel, JGE, DMC, Limitless and refer to ‘Special Development Zone Projects – Dubai World’ maps for the development and project areas of these Business Units.

This NOC shall be issued for one of the following submissions:

- Utilities Services - Trial Pit NOC
- Utilities Services - Corridor Reservation
- Utilities Services – Route NOC
- Utilities Services – Road Cutting / Drilling NOC
- Utilities Services - Digging Permit.
- Utilities Services NOC Revalidation (excluding Corridor Reservation)

### 3. Definitions and Abbreviations

<b>Corridor Reservation</b>	Process for underground utilities i.e. pipeline of a private company or developer, services or utilities which are not in the Master Developer's Infrastructure Plan
<b>Route NOC</b>	Process for underground utilities i.e. pipeline of a private company or developer, services or utilities which are in the Master Developer's Infrastructure Plan as reserved corridor.
<b>Digging Permit NOC</b>	Process for underground utilities i.e. pipeline of a private company or developer, services or utilities which are in the Master Developer's Infrastructure Plan reserved corridor or with approved General NOC Corridor Reservation
<b>Road Crossing NOC</b>	Process for underground utilities i.e. pipeline of a private company or developer, services or utilities which are in the Master Developer's Infrastructure Plan reserved corridor or with approved General NOC Route/Corridor Reservation which requires road crossing.
<b>Trial Pit NOC</b>	Process to identify underground existing condition and existing utilities services, pipelines etc. to aid in the verification and design for allocation of proposed corridors for underground works.
<b>Utilities Services NOC Revalidation</b>	Process required to revalidate expired NOCs prior to Digging Permit submission or to revalidate expired Digging Permit/Trial Pit NOC if site works did not start prior to expiry of the Permit.
<b>Wayleave</b>	Allotted/leased corridor/space for proposed utilities.
<b>BU</b>	Business Unit, entities and establishments for which the site plan is to be provided.
<b>Applicant</b>	Party applying for the service (i.e. Project Owner/ Consultant/ Contractor)

## 4. Procedure



For quick procedural info, please refer to the [Workflow](#) on last page.  
For a more detailed approach, please read below.

**4.1 INFORMATION & PREPARATION:** For identification of Planning section services and submission requirements, the Applicant has to visit the website: ([www.pcfc.ae](http://www.pcfc.ae) – Trakhees – CED – Planning) and refer submission requirements from client procedure, PCFC-TRK-CED-PL-CP-03 (this procedure), with related forms (refer [section 7](#)) to the below applicable services (refer [section 6](#)):

- Digging Permit for authority Service;
- Request for Digging Permit;
- Request for Road Crossing;
- Request for Route NOC;
- Request for Trial Pits;
- Request Road Crossing for authority Service;
- Request Route NOC for authority Service;
- Request for No Objection Certificate for Corridor Reservation

### 4.2 APPLICATION:

The following applications can applied online via link <http://online.Trakhees.ae> by attaching all requirements as set in the various Application Forms for required NOCs using the applicable folder codes as per the requested application and including all necessary documents (refer [section 7](#)).

### 4.3 SECTION ADMIN / HELPDESK:

Upon receiving online submissions, CED Section Admin/ Helpdesk validates all requirements and accordingly takes the below actions (via system):

#### **Online Submission Status:**

- **In-Progress:**  
If the submission complies with requirements, indicating the submission has been accepted by Helpdesk, and technical review in progress
- **Not Accepted:**  
Application is not accepted by Helpdesk (viz. due to duplicate submission, wrong service request, applicant request, etc.)
- **More Info Required:**  
Applicant to reply to Helpdesk's comment/s and/or fulfil Helpdesk's requirement(s).

Once all requirements are validated as ok, the submission proceeds for technical review.

**NOTE:** CED Helpdesk reserves the right to Accept/ Reject the submission, if the received applicant is not complete as per checklist requirements. Incomplete applications that are rejected can be resubmitted.

#### 4.4 TECHNICAL REVIEW:

- 4.4.1 Once accepted by Helpdesk, the submission will be reviewed by the Trakhees - Planning Engineer, Trakhees Engineer will check and review the submitted documents.
- 4.4.2 Trakhees Engineer will recommend for a re-submission if there are comments, and applicant will receive a technical report and must respond to the comment/s in the same submission.
- 4.4.3 If submission is approved, Engineer will proceed further to next step, and will recommend final Fees as necessary.

##### **Online Submission Status:**

- Under Technical Review – technical review in progress.

#### 4.5 Issuance of the NOC / Payment of Fees (if applicable)

- 4.5.1 After a final review, and as soon as the NOC is ready (for the approved submission), Applicant will be notified thru email, and with the final payment advice (if applicable).
- 4.5.2 Applicant can download the NOC and the approved document immediately:
- If service fees were not applicable.
  - If service fees are applicable, and the applicant's prepaid account balance is sufficient, the system can settle amount, and the NOC can be cleared immediately for download by applicant.

- 4.5.3 If no prepaid account balance available, the Applicant must settle first the fee/s first to be able to download the NOC online.

**NOTE:** Ensuring sufficient balance in applicant's online account will enable the NOC to process faster.

**Online Submission Status:**

- **Approved:**  
Indicating the Certificate is being prepared.
- **Awaiting Final Fee Payment:**  
Applicant to settle the final fee in order to download the documents/Certificate.
- **Documents Ready for Collection:**  
Documents are now ready to collect/download.
- **Completed:**  
Document has been collected/downloaded by Applicant, and process is completed.

#### 4.6 DOCUMENT DELIVERY:

Applicant receives a download link, immediately after completion of final fee payments (if any).

The system will also update the payment status and record the details of the person downloading these documents.

## 5. Process Measurements

No.	Process	Completion Time (Working days)
5.1	The maximum time taken from acceptance of submission by Helpdesk until notification of approval.  (Download will be issued upon clearance of payment advice)	10 WD

## 6. Service Fees

Service	Service Description	Fee Codes	Fees* (AED)
General and Services Authorities (whenever applicable) NOC – Utilities Services	Digging Permit	EDDO018	Area in sq.m. of approved route/wayleave x 0.50 OR min. 500
	Route NOC	EDDO036	250 (min. fee up to 10 points/corners) + 25 for each succeeding number of points/corners (start/end and every turning point/bend of proposed route/wayleave)
	Utilities Services Corridor Reservation NOC	EPPS017	5000
	Trial Pit NOC	EPPS045	500  (Up to max. of 5 pits, after which 100 per pit)
	Road Cutting Drilling NOC	EDDO020	250 (Per Location)
	NOC Revalidation	EPPS046	33% of the Main Issued NOC



## 7. Documents/ Forms

7.1	Application form for Utilities Services - Digging Permit NOC	TRK-CED-PL-CF03a
7.2	Application form for Utilities Services - Route NOC	TRK-CED-PL-CF 03b
7.3	Application form for Utilities Services - Design Corridor Reservation NOC	TRK-CED-PL-CF 03c
7.4	Application form for Utilities Services - Trial Pit NOC	TRK-CED-PL-CF 03d
7.5	Application form for Utilities Services - Road Cutting Drilling NOC	TRK-CED-PL-CF 03e

## 8. Applicable References and Regulations

- Urban Planning & MEP Services Regulations & Technical Guidelines
- Business Units/Developers Affection Plans
- Business Units/Developers Master/Land Use Plans
- PCFC – JAFZA/DPA Jebel Ali North Concession Map
- TRAKHESS CED –Drawing Office Master Drawings
- TRAKHESS CED – GIS and Database
- Special Development Zone Projects – Dubai World
- Civil Engineering Department Project Registration (CPR).

## 9. Workflow (Client Procedure)

